

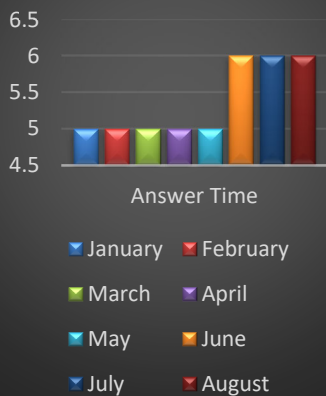
Quarterly Report (January 2021-August 2021) To the Public Protection and Judiciary Committee

Public Safety Communications
September 2021

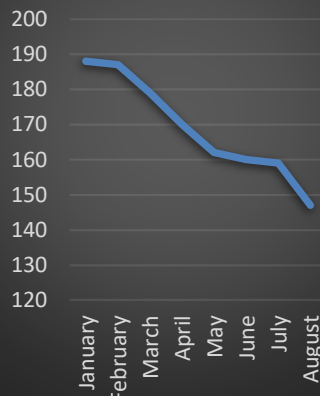
9-1-1 Statistics

Total Calls	115,592
Average Answer Time	5 Seconds
Abandoned	8251 (7%)
Average Abandoned Time	9 Seconds

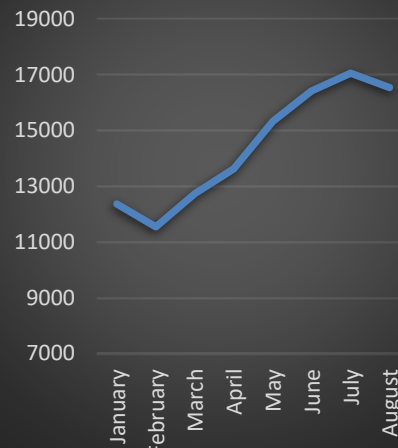
911 Answer Times (In Seconds)



911 Talk Times (Seconds)

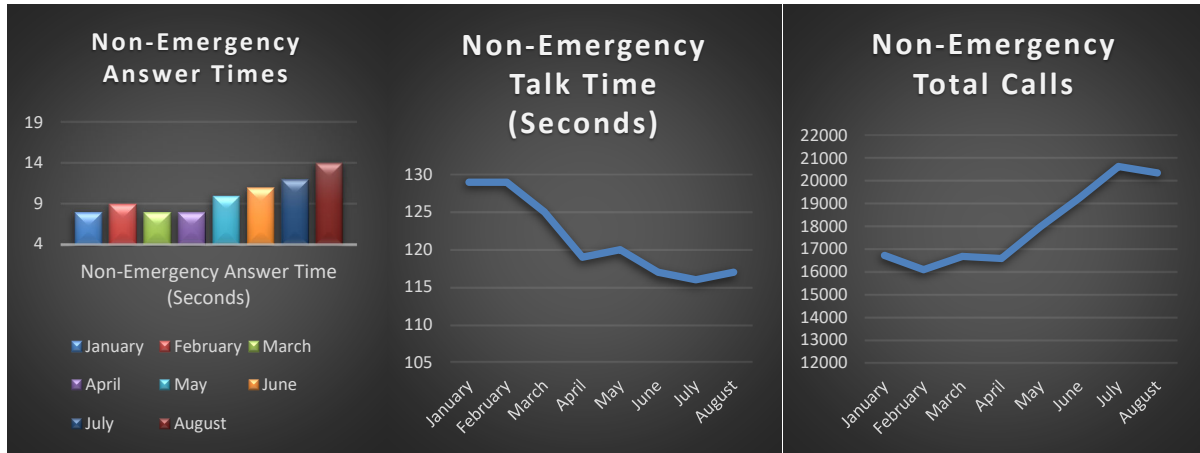


911 Total Calls



Non-Emergency Calls

Total Calls	144,336
Average Answer Time	10 Seconds



Staffing:

Total budgeted staff is 92.1

Management Staffing

13 Positions

Currently no vacancies. Our Technical Services Manager is retiring in January 2022. We have re-positioned our current Operations Manager to shadow the Technical Services Manager to ensure no loss of information. The Operations Manager responsibilities have been split between the Director and Training and Standards Manager. We are awaiting a decision on a reclassification request for the Technical Services Manager before we are able to post the position.

We had one of the nine Communications Supervisors resign in June 2021. This position was awarded to a Communicator in September 2021.

Communicator Staffing

72.5 Positions

2.5 FTE and 1 Pre-Hire currently vacant. From January to present we have had 3.5 Communicators resign (during training), one retire (Congratulations on 33 years Laurie!), 2 transfer to another Dane County Department and one promoted to Communications Supervisor.

We had a class of six Communicators begin training in July 2021. All are currently in training and we hope to have them in our staffing “count” within the next 45 days.

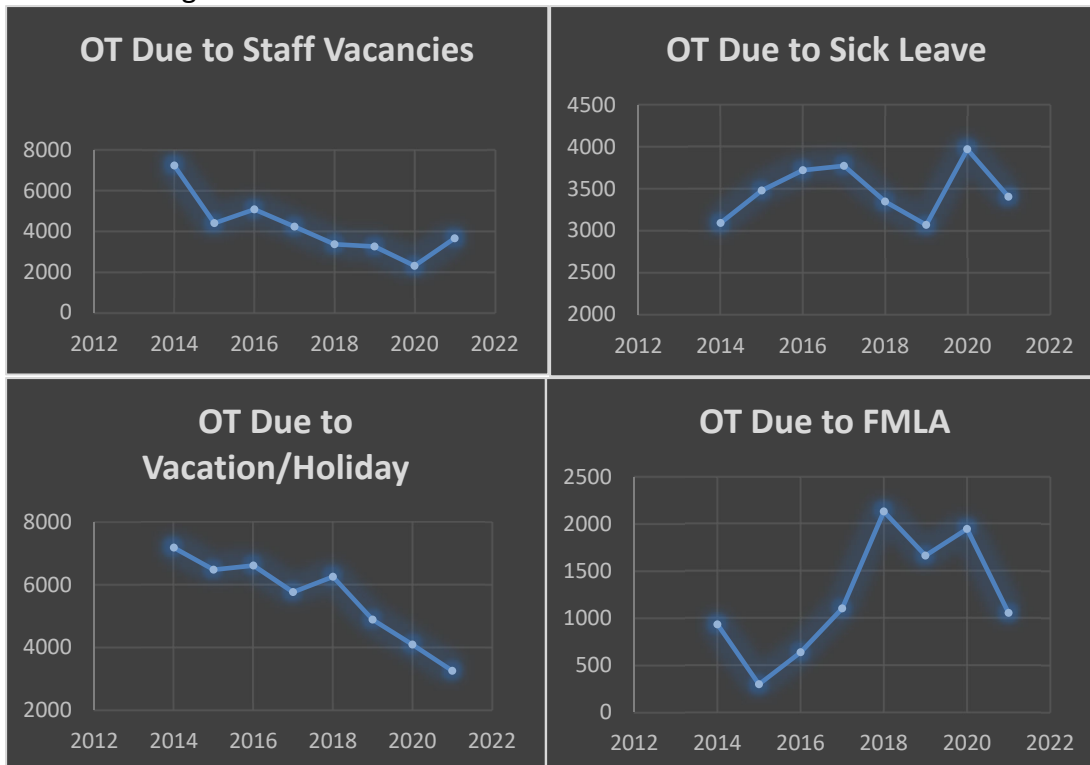
We are expecting to see an increase in attrition over the next one to two years.

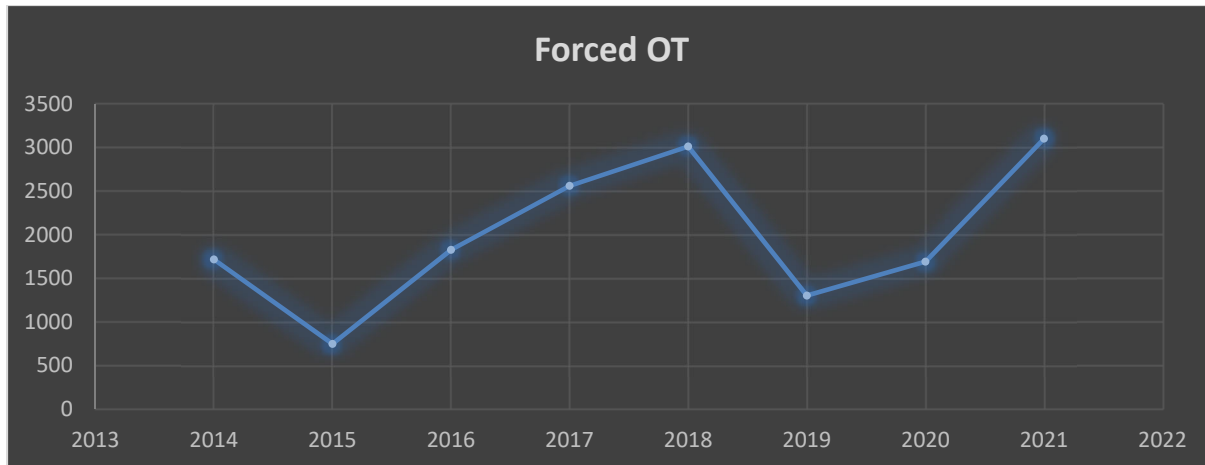
PSC Overtime

Overtime (OT) has been identified as an area that requires attention and the increasing trend of mandatory OT is very concerning. The total historical number of OT hours are:

- 2020: 15,016
- 2019: 17,720
- 2018: 20,991
- 2017: 18,673
- 2016: 19,526
- 2015: 18,180
- 2014: 20,203

Factors driving OT:





Mandatory OT is the area that is not just a fiscal concern, but a health and wellbeing for our staff. 2021 looks to be the highest amount of forced OT in over a decade. Factors that have contributed to this number for this year include going into summer with six vacancies, extended leave usage of COVID benefit time and a misaligned schedule pattern that sees disparity between lower and higher seniority Communicators.

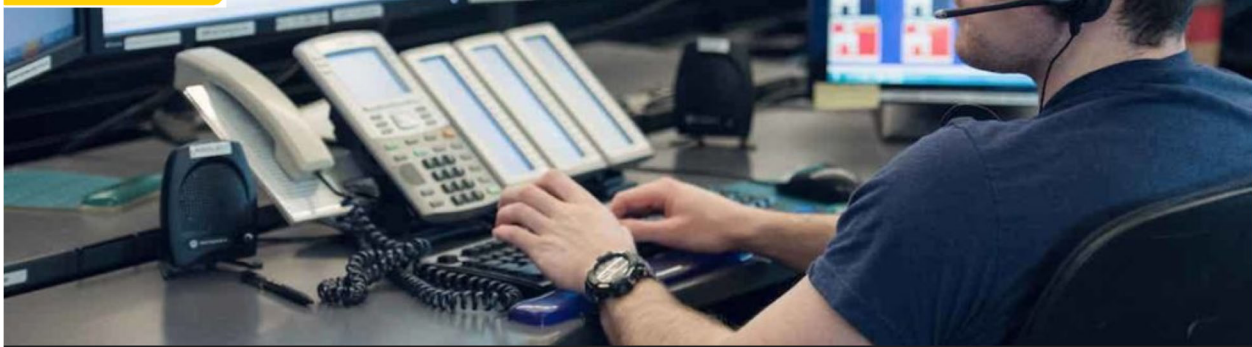
Recruitment and Community Partnerships

During our last recruitment cycle (April 2021) we experienced a significant drop in applicants, over the previous year, from over 150 applicants to less than 50. We did begin an extensive campaign to attract more diverse candidates in January, utilizing Centro Hispano, Latino Academy and the Urban League. We hosted a series of virtual “Open Houses” and spoke about our department and our need for greater diversity on LaMovida radio. Many of the applicants we did receive were a direct result of this endeavor and did allow us to attract and hire one of the most diverse Communicator groups.

We have also made a long term commitment with Centro Hispano and are assisting in their “Caminos” program which assists individuals in the LatinX academy seeking a career change.

In September of this year the PSC will officially begin a partnership with the Dane County School Consortium. This is a fantastic opportunity that will allow our trainers to teach an internationally accepted and accredited program that certifies those who complete it as Emergency Telecommunicators. This is being provided free of charge to the attendees by PSC as part of our community outreach endeavor.

**LAW, PUBLIC
SAFETY,
CORRECTIONS
& SECURITY**



Public Safety Telecommunications Class

BECOME TRAINED IN TAKING 9-1-1 CALLS

Classroom and Lab Simulation Topics will include:

- Roles and responsibilities
- Telecommunications Essentials
- Interpersonal Communication
Caller Management
- Police Call Classification
- Medical Call Classification
- Fire Call Classification
- Man-Made and Natural Catastrophic
Events
- Radio Broadcast Procedures
- Legal Aspects of Public Safety
Communication
- Quality Improvement
- Stress Management & Wellness



**TALK TO YOUR
SCHOOL TO CAREER COORDINATOR TODAY!**

REGISTER AT [HTTPS://TINYURL.COM/DCSCCLASSES](https://tinyurl.com/dcscclasses)



Wednesdays
September 29-April 28
5-7 p.m.



McFarland Village Hall
5915 Milwaukee Street.
McFarland, WI 53558



This class is possible due to a partnership with Dane County and DCSC--offered to participating schools in Dane County.

Contact DCSC @ 608-316-1358 or jfassl@dcsc.org

